

EXHIBIT B

WALGREEN CO.*Pharmacy Phase II:**Electronic Commerce Infrastructure Specification***Submitted By:**

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Dated:

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Locate Store (Order Selection)

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

Summary: This store locator case will be for registered customers who are ordering prescriptions and are electing to pick them up at the store.

Actor Definition: Registered Customer - A customer who has registered with Walgreens web site before and has an existing, up-to-date profile.

Preconditions: Customer is entering prescriptions and is at the store selection phase

Success End Condition: The store meeting the search criteria entered is found

Failed End Condition: Customer searches until a store is selected

Trigger: Customer is selecting the store they want a prescription filled at

Main Success Scenario:

1. The customer enters an address and criteria to find a store.
 - Street
 - City
 - State
 - Zip
 - City and State or Zip required
 - Open 24 hrs? (yes/no)
 - Has drive thru? (yes/no)
 - Within what range? Enter radius in miles
2. The customer submits the search
3. The results of the search are shown
4. The customer can choose a store on the list to use as the store for the order
5. The customer can select a store to view the details on the store
6. The customer can search again
7. The customer selects a pick up time for the store order
8. The customer submits a time
9. If the customer has not ordered a prescription (have not registered completely) before then they must fill out the rest of their registration. Goto **Register Individual Long**
10. The customer then reviews their order details
11. The customer is shown a confirmation screen displaying a thank you
12. Confirmation e-mail is sent to the customer confirming the receipt of the order.

Variations

1. None
2. None
3. A large map based on the radius is displayed and the Walgreens stores located within that radius are shown with an icon on the map for each Walgreens found
 1. A list of summary details on the stores are shown below with address, city, pharmacy phone #, 24hr indicator, Drive thru indicator
4. If the customer selects a store return to the order process
5. The customer has selected to see the details on a store
 - Store number

- Pharmacy phone number
- Store phone number
- Store address
- Store Hours
- Pharmacy Hours
- Drive Thru Indicator
- 1 Hour Photo Indicator
- A detailed map of the stores location
- I. The customer can select to use this store for the order
- II. The customer can select to view directions
 - A. The customer is shown a pop-up with directions and a map to the store
 - B. The customer can select to use this store for the order
 - C. The customer can search again
- 6. None
- 7. The customer inputs the pick-up time
 - I. The customer is shown the store address, store number and pharmacy hours.
 - II. The customer selects day of week (up to seven days in the future) defaults to the next day
- 8. The customer selects the time of the pickup (default to 10:00 am next day, if the store isn't open on that day defaults to next pharmacy business day, this will never display a time when the pharmacy is closed, based on the pharmacy hours for the store. The customer cannot select a time less than one hour from time of entry or a time that the store is closed.)
- 9. The customer is notified that WAG will be contacting the doctor (if required). The customer is told they will receive an e-mail when the prescription is ready
- 10. User confirms information for order:
 - User Information
 - Name
 - Address
 - Primary Phone Number
 - Secondary Phone Number
 - Prescriptions (if the customer does not have a PIN number associated with their registration they are not shown information for refills other than the type and prescription number)
 - Type (refill, new, transfer)
 - Drug name/strength
 - Quantity
 - Doctor's Name
 - Doctor's Phone
 - Prescription Number
 - Pharmacy (transfers only)
 - Pharmacy Phone
 - Message -The message area contains messages to the customer about prescriptions. The messages will only be shown for refills (Please allow extra time to contact your doctor, your insurance has expired)
 - Store Pickup Address
 - Address
 - City, State, Zip
 - Pharmacy phone
 - Pharmacy hours
 - Order timing
 - Day of week
 - Time of day
 - I. The customer chooses to continue
 - II. The customer can cancel their order
 - III. The customer is shown a pop-up warning about canceling the process that they will lose all their information
 - A. The customer can choose to continue, canceling and deleting the order
 - B. The customer can choose to continue which closes the pop-up

11. Confirmation screen shows:
- The address of the store, store number and phone number of the pharmacy
 - The hours of the pharmacy at the selected store
 - The time the order will be ready by.
 - Links to order status, the home page, and pharmacy home
12. None

Metrics:

Priority: Critical for order entry

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive, database

Open Issues (optional):

Order Prescription

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/28/1999

Summary: The Order New Prescription function is intended to allow new customers and existing Walgreens customers the ability to request fulfillment of a new prescription(s).

Actor Definition:

- Registered Customer – Customer registered with Walgreens web site
- Registered Customer with PIN – Customer who has ordered a prescription, received a PIN and entered the PIN
- Unregistered Customer – Customer who has not registered with Walgreens web site
- Physician – Approves new prescription(s) sent to Walgreens
- Tempe Facility (Pharmacists and Customer Service) – Fills prescription requests to be mailed to customer
- Store (Pharmacist and Technicians) – Fills prescription request(s) to be picked up at the store by the customer

Preconditions: Customer must be registered with Walgreens web site

Success End Condition: Customer receives filled prescription via mail or customer picks up filled prescription at Walgreens retail pharmacy location

Failed End Condition: Returned to Main Page

Trigger: Customer navigates to Order New Prescription function, customer wants to request a new prescription

Main Success Scenario

1. Customer navigates to order prescription area
2. Customer logs in to web site using username and password (see variation 2)
3. Customer chooses to transfer a prescription, request a new prescription, refill and existing prescription, or print a mail order form. The customer is taken to the appropriate entry screen.
4. Customer is shown the shopping cart. Customer requests prescriptions until their order is complete (iterative for each prescription)
5. Customer selects the method of delivery. The customer can have the prescription filled at the last Walgreens they had a refill prescription filled at (if applicable), at a Walgreens retail location, or mailed to them. The customer can select only one option for the entire order. Orders will not be split between retail pickup and mail order
6. The order is routed to the appropriate facility for fulfillment
7. Customer picks up prescription at Walgreens retail pharmacy location or receives the new prescription via mail.

Variations

1. None
2. Customer not registered with Online Pharmacy or has forgotten password
 - 2a. The customer has not registered
 - I. Register customer (*Register Individual - Short*)
 - II. Goto 3
 - 2b. The customer has forgotten their password
 - I. Goto *Send Password Hint*
 - II. End Order Prescription
3. Customer selects the source of new prescription (allow for multiple transfers)

- 3a. Transfer Prescription – The customer enters the appropriate information listed below (a customer may not transfer an "in-process" prescription)
- I. The customer enters the information about the prescription they are transferring (drug name). The mandatory information is intended to be used for pharmacy contact, the optional information assists in this process
 - II. The customer provides the pharmacy name, pharmacy telephone, drug name and strength (mandatory), prescription number, , drug quantity, doctor's name (first name, last name) and doctor's phone (optional)
 - III. The customer is notified we will be contacting the pharmacy
 - IV. The customer selects to add this prescription to the order
 - V. Go to 4
- 3b. New Prescription – The customer has a new prescription from a physician (Walgreens will call physician)
- I. The customer enters the information about the new prescription to be filled
 - II. The mandatory information is intended to be used for physician contact, the optional information assists in this process
 - III. The customer provides doctor's name (first name, last name) and doctor's phone (mandatory) drug name and strength (1 entry), and drug quantity (optional)
 - IV. The customer is notified we will be contacting the doctor.
 - V. The customer selects to add this prescription to the order
 - VI. Go to 4
- 3c. Refill Prescription – The customer is refilling an existing Walgreens prescription
- I. If the customer has not entered a PIN number, they will be presented with LFT (Login first time) screen and prompted to enter their PIN and then goto III. If they do not have a PIN they will goto II
 - II. If the customer has not associated their PIN and is electing to enter using prescription numbers they are allowed to enter a prescription number, if the number is invalid they are notified and asked to enter the number again.
Errors for invalid numbers: Prescription not found, Not refillable, system error, healthcare plus prescription, store is closed
 - III. If the customer has entered a PIN then the Customer can select prescriptions to refill from their profile. This takes the customer to **View Prescription History (VP2)**. The customer selects a prescription to refill from their profile and is taken to the prescription shopping bag.
 - IV. If a customer chooses to refill a prescription at a location different than the current location of the prescription, the prescription must be transferred to the new location. Example: I have prescription X at location 1. I want to have prescription X filled at location 2. Prescription X at location 1 is closed and prescription X is opened at location 2. This functionality exists within IntercomPlus currently.
 - V. Go to 4
- 3d. Print Mail Order Form – The customer has a new prescription from a physician (customer possesses script)
- I. Goto **Print Mail Order Form**
 - II. END ORDER PRESCRIPTION
4. The customer is shown their "shopping cart"
- 4a. For each prescription in the cart the customer is shown the type of prescription (new, refill, transfer), Drug Name/Strength, Quantity, Doctors Name, Doctors Phone, Prescription Number, Pharmacy, Pharmacy Phone, message.
- I. If the customer does not have a PIN associated with their user ID then they will not be able to see the Drug Name/Strength, Quantity, Doctors Name, and Doctors Phone of refill prescriptions

- II. The message area contains messages to the customer about prescriptions. The messages will only be shown for refills (Please allow extra time to contact your doctor, your insurance has expired) and for new
- 4b. After each prescription is added the customer is shown their shopping cart. The customer has the opportunity to remove items from their shopping cart (line item by line item).
- 4c. The customer is told at this time that we will be unable to quote them a price.
- 4d. The customer can choose to add another transfer prescription, new prescription, or refill prescription
- 4e. The customer can also choose to complete their order Goto 5
- 4f. The customer can also choose to cancel their order.
 - I. If the customer chooses to cancel their order they are shown a confirmation screen with a warning
 - II. The customer can choose to cancel the order or continue with the order
5. Customer selects to fill the prescription at a previous store (if available), a new store, or ship the prescription.
 - I. If this order is the customer's first order and the customer is refilling a prescription they have received at a Walgreens store before they are given the option to select **the store of the first refill on the list**. If available the store number, address, pharmacy phone, and pharmacy hours are shown. (**goto Locate Store Order step 7**). The customer can also select to pick up prescription at a different store (**Locate Store Order**). The customer can also choose to have the prescription mailed to them (**Goto Shipping Delivery Request**)
 - II. If this order is NOT the customer's first order and the customer is refilling a prescription they have received at a Walgreens store before they are given the option to select **the last store they used**. If available the store number, address, pharmacy phone, and pharmacy hours are shown. (**goto Locate Store Order step 7**). The customer can also select to pick up prescription at a different store (**Locate Store Order**). The customer can also choose to have the prescription mailed to them (**Goto Shipping Delivery Request**)
 - III. If this order is the customer's first order and they do not have any Walgreens refills on the order. The customer can select to pick up prescription at a store (**Locate Store Order**). The customer can also choose to have the prescription mailed to them (**Goto Shipping Delivery Request**)
 - IV. The store last filled can also include the internet store
6. Fulfillment Methods and Exception Handling
 - 6a Store Fulfillment
 - I. If customer is not matched, an auto match is performed using the Rx number, if this fails, it will be sent to Tempe for matching
 - II. An attempt is made to auto match the new submission with an existing customer record. If the auto match process fails one of the following action is performed.
 - a) If the customer has checked the existing customer checkbox goto *Match existing refill store order customer use case*. Return to step 12(a)(III).
 - b) If the customer has not checked the existing customer checkbox goto *Match refill/new prescription mail/store order new customer use case*. Return to step 12(a)(III)
 - III. The application server for the store is chosen from the store routing table stored in the Web DB

- IV. The Rx is placed in the work queue for that store if it is a refill or it is sent to the store via email if it is a new or transfer prescription
- V. Store contacts patient by phone if there is an exception
- VI. System performs DUR check
- VII. Pharmacist fills prescription
- VIII. Pharmacist updates status in Intercom Plus (existing store system)
- IX. Customer receives e-mail when Rx is ready (this includes Rx number, store location, pharmacy phone number and pharmacy hours)
- X. Prescription is held by store for pickup
- XI. Customer picks up Rx at store
- XII. E-mail server checks to see if patient is awaiting PIN
- XIII. If so, function is initiated on web site to send PIN

6b. Mail Fulfillment

- I. If customer is not matched, an auto match is performed using the Rx number, if this fails, it will be sent to Tempe for matching
 - II. An attempt is made to auto match the new submission with an existing customer record. If the auto match process fails one of the following action is performed.
 - a) If the customer has checked the existing customer checkbox, goto *Match existing refill mail order customer* use case. Return to 12(b)(III).
 - b) If the customer has not checked the existing customer checkbox goto *Match refill/new prescription mail/store order new customer* use case. Return to step 12(b)(III).
 - III. This order is placed into Promise for fulfillment
 - IV. The order is filled in Tempe and shipped to customer
 - V. Order status file is uploaded to the web server from Promise
 - VI. Order status files are parsed and order status database updated
 - VII. If customer has ordered an Rx for the first time, then a PIN is generated and e-mailed to customer
7. None

Metrics

Priority: Critical to success of web site

Performance Target: 1 business day from submission to fulfillment

Frequency: Undetermined

Channel to primary actor: Interactive to Database and Legacy Systems

Primary Actors: Registered User

Secondary Actors: Physician

Tempe Facility

Channel to Secondary Actors: Manual Event

Systems Involved in Case: IntercomPlus, Promise

Open Issues (optional)

Print Mail Order Form

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

Summary: The Printable Mail Order Form is used by customers who want to order prescriptions by mailing a form and prescription hard copy (for new prescriptions) to the mail order facility. The customer would fill out the form online, print the mail order form, attach their prescription and mail the form and prescription to the Tempe facility.

Actor Definition: A registered customer who does not want to electronically submit their prescription order via the website.

Preconditions: Customer has registered with the Walgreens website

Success End Condition: Customer has printed complete mail order form (imagable format)

Failed End Condition: Customer returns to ordering options

Trigger Customer wants to mail their prescription order to the mail order facility.

Main Success Scenario

1. The customer selects to print a mail order form
2. The customer is shown a PDF document that they can print to mail in new prescription orders.

Variations

1. If the customer has not ordered a prescription (have not registered completely) before then they must fill out the rest of their registration Goto **Register Individual Long**
2. None

Metrics

Priority: Important for customer service

Performance Target: Immediate

Frequency: Undetermined

Primary Actor: Registered Customer

Channel to primary actor: Interactive

Open Issues (optional)

Register Individual- Short

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

Summary: The register individual -short function is intended to allow customers who are new to the Walgreen's site the ability to register for the extended services without going through the entire registration.

Actor Definition: Customer who has not registered with Walgreens web site

Preconditions: Unregistered customer

Success End Condition: Customer registered

Failed End Condition: Returned to Main Page

Trigger: Customer wants to access the extended functionality of the web site (order prescription, ask a pharmacist)

Main Success Scenario

1. Customer selects yes/no to indicate if they are an existing Walgreens customer
2. The customer provides personal data for the registration
 - First Name
 - Middle Initial
 - Last Name
 - Username
 - Password
 - Confirm Password
 - Password Hint
 - Gender (Male/Female select one)
 - Date of birth
 - E-mail Address
 - Whether they wish to receive e-mails from Walgreens (checkbox)
 - Home Address
 - City
 - State
 - Zip
 - Home Phone
 - Secondary (work) phone
3. The customer submits the information
4. The customer is shown a confirmation screen confirming the registration information:
5. The customer confirms this information is correct
6. The customer is shown a thank you page

Variations

1. None
2. None
3. None
4. The information is checked for potential errors
 - I. If there is an error then the customer is taken back to the information they have just entered, to edit the error. A message is generated that tells the customer what information is in error.
5. Confirmation Screen (the information is grouped into categories)
 - I. Personal Information:
 - Name
 - Username

- Password Hint
 - Gender
 - Date of Birth
 - E-mail address
 - Home Address
 - Home Phone
 - Secondary Phone
5. If there is an error then the customer is taken back to the information they have just entered, to edit the error.
6. The customer can select to be sent to the pharmacy home

Metrics

Priority: Critical to success of web site

Performance Target: Immediate registration

Frequency: Undetermined

Primary Actor: Unregistered Customer

Channel to primary actor: Interactive to Web Database

Systems Involved in Case: Web Database

Open Issues (optional)

Register Individual- Long

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

Summary: The register individual – long function is intended to take the additional information required when submitting a prescription order for the first time

Actor Definition: Customer who has done the short registration with Walgreens web site

Preconditions: Short registered customer who is ordering a prescription

Success End Condition: Customer registered

Failed End Condition: Returned to Main Page

Trigger: The customer is registering the first time while completing and order

Main Success Scenario

1. The customer completes their health history
2. The customer selects their health conditions
3. The customer selects their allergies
4. The customer can elect to have easy open caps (yes/no) default no
5. The customer can elect to accept generics when available (yes/no) default yes
6. The customer submits the information
7. The customer enters their single insurance provider (verbiage about one provider)
8. The customer is shown a confirmation screen
9. The customer is returned to the order process (ship or store) They are sent to sent to the process from whence they came.

Variations

1. None
2. The customer can select from the top 5 health conditions (Pregnancy, asthma, diabetes, high cholesterol, high blood pressure)
 - I. The customer can also select other health conditions
 - A. The customer is shown an alphabetically navigable list of health conditions.
 - B. The customer can select a condition to be added to their list
3. The customer can select from the top 5 drug allergies (Penicillin, sulfa, aspirin, ibuprofen, acetaminophen)
 - I. The customer can go to select other allergies
 - A. The customer is shown an alphabetically navigable list of allergies.
 - B. The customer can select a allergy to be added to their list
4. None
5. The customer is told to complete the order to save the information
6. None
7. The customer will only see this entry screen if they have indicated "no" during the short registration to the existing Walgreens customer question.
 - Company Name
 - Primary Cardholder Name

- Primary Cardholder Phone
- Primary Cardholder Date of Birth
- Relationship to cardholder (cardholder, spouse, child, other)
- Member Number
- Group Number

8. Confirmation Screen (the information is grouped into categories)

Personal Information:

- Name
- Username
- Password Hint
- Gender
- Date of Birth
- E-mail address
- Home Address
- Home Phone
- Secondary Phone

Insurance Information:

- Company Name
- Primary Cardholder Name
- Primary Cardholder Date of Birth
- Member Number
- Group Number

Health History:

- Health Conditions
- Drug Allergies
- Will the customer accept generics? (Yes/No)
- Easy open caps? (Yes/No)

I. If the customer finds error in the information above they can select a section to edit.
The customer will be taken to a screen populated with the information they have chosen to edit.

9. None

Metrics

Priority: Critical to success of web site

Performance Target: Immediate registration

Frequency: Undetermined

Primary Actor: Short Register Customer

Channel to primary actor: Interactive to Web Database

Systems Involved in Case: Web Database

Open Issues (optional)

Send Password Hint

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

Summary: This function allows registered customers who forgot their password to be have their password hint sent to them

Actor Definition: Registered Customer – A registered customer who has forgotten their password

Preconditions: Registered Customer

Success End Condition: Password hint is mailed to the customer

Failed End Condition: Password hint is not mailed to the customer

Trigger: Customer has forgotten their password and want to receive their hint

Main Success Scenario

1. Customer is attempting to login to their registration and has forgotten their password
2. Customer chooses to have their reminder sent to them
3. Customer enters their e-mail address that matches the one stored in the customer's registration
4. The password hint for the e-mail address is sent to the customer

Variations

1. None
2. None
3. None
4. The password hint, for an e-mail address on file that matches the e-mail address entered is sent to the customer via e-mail. The customer is shown a thank you screen and note that the password hint will be sent momentarily
 - 4a. If the e-mail address is invalid, display error message and customer service information

Metrics

Priority: Critical to success of web site

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database

Open Issues (optional)

Send Refill Reminder (Send Reminder –not Rx specific)

Author: USWeb/CKS-Chicago/Walgreens, review Tony Rems/Tim McCauley

Date Modified: 7/28/1999

Summary: For registered customers who have requested it, send out notification reminding them of any item they request to be reminded about.

Actor Definition: Registered Customer (short registration) - who wants to be reminded of an event

Preconditions: Customer comes to website, registers (short) and adds reminders for any topic

Success End Condition: A reminder is generated and sent to customer at the appropriate time

Failed End Condition: E-mail not sent to customer or e-mail returned

Trigger: Customer has requested that a reminder be sent out

Main Success Scenario:

1. The customer enters a topic for reminder
- 2.
3. An e-mail message for the reminder is generated and sent to the customer.
4. Customer receives e-mail

Variations:

1. Customer is not registered Goto Short registration
 - I. None
2. None
3. None
 - None
- 6b. Customer can disregard e-mail

Metrics:

Priority: Important for Customer Service
Performance Target: Immediate
Frequency: Undetermined
Channel to primary actor: Database

Open Issues (optional):

View Profile (View Prescription History)

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/28/1999

Summary: This function allows registered customers to enter into their profile (prescription history)

Actor Definition: Registered Customer with who has entered a PIN number – A registered customer who is attempting to view their prescription history and has associated/entered their PIN with their registration

Preconditions: Registered Customer

Success End Condition: Customer is allowed to view their profile

Failed End Condition: Returned to Registration

Trigger: Customer wants to view their profile

Main Success Scenario

1. The customer wants to view their prescription history
2. Customer logs in using username and password (if not already so)
3. The customer is shown their prescription history
4. The customer can select prescription(s) to refill
5. The customer can select a drug to see drug information on the drug
- 6.
7. The customer can select to view the details on a particular prescription
8. The customer can select a prescription to see the status of the prescription

Variations

1. None
2. The customer has not registered.
 - I. The customer has forgotten their password. *Goto Send Password Hint*
 - II. *The customer has not entered their PIN Goto LFT – Login First Time*
3. The customer is shown for each prescription in the history:
 - Prescription Number (hyperlink to status)
 - Refills remaining
 - Drug name/strength (hyperlink to drug information)
 - Doctor's Name
 - Last Fill Date
 - Check box for valid refills only
 -
 - Check status button
 -
4. The customer can select (using checkboxes) prescriptions or a prescription to refill and send those to the shopping bag (goto ONP5) In order for the checkbox to appear the IC+ prescription refillable field must be equal to Y
5. The customer is shown Pricing and Drug Information for the selected drug (see *Find Drug Information*) This is a hyperlink
 - I. The customer can return to the pharmacy home
- 6.
7. For each drug a customer selects to see details on they are shown: This is a hyperlink
 - Prescription Number

> Drug Name/Strength

> Doctor's Name

The customer is shown the filling history of the selected drug (order of the refills will be according to IC+)

> Refill #

> Insurance Used (Plan_ID)

> Quantity

> Amount Customer Paid

> Status (Status of sold is for sold or unaccounted status)

> Filled Date

I. The customer can select to go back to the prescription history

II. The customer is notified they can call customer service with any issues.

8. The customer is taken to step 7. The functionality is the same.

Metrics

Priority: Critical to success of web site

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database

Open Issues (optional)

Shipping Delivery Request

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

Summary: This store locator case will be for registered customers who are ordering prescriptions and are electing to pick them up at the store.

Actor Definition: Registered Customer - A customer who has registered with Walgreens web site before and has an existing, up-to-date profile.

Preconditions: Customer is entering prescriptions and is at the store selection phase

Success End Condition: The store meeting the search criteria entered is found

Failed End Condition: Customer searches until a store is selected

Trigger: Customer is selecting the store they want a prescription filled at

Main Success Scenario:

1. The customer selects an address to have their order shipped to
2. The customer chooses the shipping method to receive their order
3. The customer submits this information
4. The customer enters their billing information
5. The customer enters the billing address for the card
6. The customer can elect to have new payment information saved to their profile
7. The customer submits the information
8. If the customer has not ordered a prescription (have not registered completely) before then they must fill out the rest of their registration. Goto **Register Individual Long**
9. The customer then reviews their order details
10. The customer is shown a confirmation screen displaying a thank you
11. Confirmation e-mail is sent to the customer confirming the receipt of the order.

Variations

1. Customer selects address
 - I. Their home address (from registration)
 - II. Their Shipping address (if stored)
 - III. The can enter a new address and choose to save it to their profile
 - Street
 - Suite
 - City
 - State
 - Zip Code
 - Phone

2. The customer selects the shipping option
 - > USPS
 - > 2nd day air
 - > Overnight
 - I. The customer can select to receive information on the rates and conditions of shipping
 3. None
 4. Customer enters their billing information
 - I. The customer can select their stored credit card (Last 4 digits and Type are shown)
 - II. The customer can enter a new credit card (type, number, expiration, Name that appears on card)
 5. The customer can select their stored billing address
 - I. The customer can also enter a new billing address
 - > Address
 - > City
 - > State
 - > Zip
 6. None
 7. The credit card is evaluated for authenticity.
 8. The customer is taken automatically to the Long Registration if they have not completed it prior
 9. User confirms information for order: The customer is notified that WAG will be contacting the doctor (if required). The customer is told they will receive an e-mail when the prescription is ready
 - User Information
 - > Name
 - > Address
 - > Phone Number
 - > Work Number
- Prescriptions (if the customer does not have a PIN number associated with their registration they are not shown information for refills other than the type and prescription number)
- > Type
 - > Drug name/strength
 - > Quantity
 - > Doctor's Name
 - > Doctor's Phone
 - > Prescription Number
 - > Pharmacy (transfer only)
 - > Pharmacy Phone
 - > Message -The message area contains messages to the customer about prescriptions. The messages will only be shown for refills (Please allow extra time to contact your doctor, your insurance has expired)
- Shipping Address
- > Address
 - > City, State, Zip
- Payment Information
- > Type of Credit Card
 - > Last 4 digits
- I. The customer chooses to continue
 - II. The customer can cancel their order

- III. The customer is shown a pop-up warning about canceling the process that they will lose all their information
 - A. The customer can choose to continue, canceling and deleting the order
 - B. The customer can choose to continue which closes the pop-up
- 10. Confirmation screen shows:
 - Order Number
 - Links to order status, the home page, and pharmacy home
- 11. None

Metrics:

Priority: Critical for order entry

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive, database

Open Issues (optional):

Ask a Pharmacist

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

Summary: This function allows registered customers to send questions directly to a pharmacist

Actor Definition: Registered Customer with or w/o PIN— A customer who has registered with Walgreens in the short format
Pharmacist – Pharmacist in Tempe who answers e-mail questions

Preconditions: Customer has registered with Walgreens in the short format

Success End Condition: Customer has received response from Pharmacist

Failed End Condition: Customer is returned to Main Page

Trigger: Customer wants to ask a pharmacist a question

Main Success Scenario

1. Customer chooses to enter ask a pharmacist a question
2. Customer logs in (see variations)
3. Customer is taken to the question entry area
4. Customer fills out question form: (customer is shown disclaimers)
 - Boilerplate Questions – Standard questions which aide in responses
 - Are you current taking any over-the-counter medication?
Please list them
 - Are you current taking any prescription medication?
Please list them
 - Are you currently being treated for any health conditions?
Please list them
 - Free-form Questions – The customer's question
 - Question Category – Used to assist the pharmacist in answering/routing questions
 - Over-the-Counter Medication
 - Drug Information/Drug Interaction
 - Generic/Therapeutic substitution
 - Online Pharmacy
 - General
5. Customer submits question
6. E-mail is sent to a pharmacist with the question and registration information
7. Customer is shown a "thank you" screen.
8. A response e-mail is immediately sent acknowledging the receipt of the question
9. Pharmacist receives e-mail (all correspondence is logged)
10. Pharmacist answers question, or sends a time estimate to answer the question (then sends the answer within that quoted time period)
11. Customer can respond directly to sending pharmacist, and enter into e-mail conversation (they are also given the 1-800 number to call).

Variations

1. None
2. The customer has not registered.

III. Register customer (*Register Individual - Short*)IV The customer has forgotten their password. Goto *Send Password Hint*

3. None
4. None
5. None
6. Information sent with question to pharmacist
 - First Name
 - Middle Initial
 - Last Name
 - Username
 - Gender (Male/Female select one)
 - Date of birth
 - E-mail Address
 - Whether they wish to receive e-mails from Walgreens (checkbox)
 - Home Address
 - City
 - State
 - Zip
 - Home Phone
 - Secondary (work) phone)
- 7.
8. None
9. None
10. None
11. None

Metrics

Priority: Important for customer service
Performance Target: 24 hours, variable for complex questions
Frequency: Undetermined
Primary Actor: Registered Customer w/o PIN
Channel to primary actor: E-mail form
Secondary Actors: Pharmacist
Channel to Secondary Actors: E-mail
Systems Involved in Case: E-mail management system

Open Issues (optional)

Change Password

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

Summary: This function allows registered customers with or without a PIN to change their registration password

Actor Definition: Registered Customer – A registered customer (with or without PIN) who is attempting to change their password

Preconditions: Registered Customer

Success End Condition: Password is changed

Failed End Condition: Password change fails, returned to registration

Trigger: Customer wants to change their password

Main Success Scenario

1. Customer logs into view their registration (*view registration*)
2. Customer chooses to change their password
3. Customer enters the old password
4. Customer enters the new password twice for verification
5. Customer enters new password hint
6. Customer submits password change, the password is changed
7. The customer is shown a notification screen on a successful change

Variations

1. None
2. None
3. None
4. None
5. Customer submits password change (password change is verified)
 - 5a. The customer's old password is invalid
 - I. Display error message
 - II. Goto Step 3
 - 5b. The customer's new password submissions don't match
 - I. Display error message
 - II. Goto Step 3
 - 5c. The customer's new password is invalid (not a valid submission)
 - I. Display error message
 - II. Goto Step 3
6. None
7. None

Metrics

Priority: Critical to success of web-site
Performance Target: Immediate
Frequency: Undetermined
Channel to primary actor: Interactive to Database
Systems Involved in Case: Web-Database

Open Issues (optional)

Check Drug Interactions

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

Summary: The Check Drug Interaction use case is intended to enable a customer to obtain information about interactions between drugs and interactions between drugs and their profile.

Actor Definition: Unregistered Customer and Registered customer w/o PIN- A customer who is trying to find general interaction information about particular drugs
Registered Customer w/PIN activated account - A customer who is trying to find interactions between drugs and their profile

Preconditions: A customer who is trying to find drug interaction information between a drug(s) and their profile must have associated a PIN with their registration

Success End Condition: The customer finds information about the drug interactions (if any).

Failed End Condition: Customer searches again or navigates to a different section.

Trigger: Customer wants to find information about a drug interactions.

Main Success Scenario

1. Customer navigates to the Drug Interaction search page
2. Customer selects search method for a drug
3. Customer chooses to search for interactions between two drugs or, chooses to search for interactions between a drug and their profile
4. If the customer is not searching for a drug against the profile, they are allowed to select another drug for a one-to-one search
5. The customer elects to see the drug interaction information
6. Drug interaction information is shown

Variations

1. None
2. Customer search methods
 - 2a. Browse Alphabetically
 - I. Customer selects letter of the alphabet
 - II. The customer is presented with an alphabetical list of drugs that begin with that letter
 - 2b. Search by Name
 - I. Customer enters the name of a drug (or partial name)
 - II. A list of pharmaceuticals that closest match the customer's entry is returned
 - III. The customer selects a drug from the search or chooses to try again. (goto 2)
 - 2c. Select from popular drug list
 - I. Customer selects from an alphabetical list of the fifty most popular drugs
 - II. This list is compiled from a report on the most requested drugs.
3. Search between drug and profile
 - 3a. If the customer has not associated a PIN with their registration, they are only given the option to do drug to drug comparisons. The customer will be provided with the LFT option to enter their PIN and to access their profile for DUR check.

3c. The drug interactions are done between the selected drug and each of the drugs on the profile (goto 5)

4. The customer searches for another drug to compare the first one to
5. None
6. Drug interaction is shown as one-to-one drug interacting to another drug. The information displayed is: The names of the two drugs interacting, the severity of the interaction and the nature of the interaction (all from Medispan)

Metrics

Priority: Critical for success of Web-site.

Performance Target: Immediate

Frequency: Undetermined

Primary Actor: Customer

Channel to primary actor: Interactive

Open Issues (optional)

Check Order Status

(COS in Functional Spec, the case formerly know as Check Prescription Status)

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

Summary: This function allows customers to get a quick view of prescription orders and to get more detailed information on each order

Actor Definition:

Registered Customer w/o PIN – A customer who wants to check the status of an order and see the status of associated prescriptions

Registered Customer with PIN activated account – A customer who wants to check the status of an order and see the status and details of associated prescriptions

Preconditions: None

Success End Condition: Customer is shown the prescription status and allowed to inquire for additional detail (if customer has PIN)

Failed End Condition: Customer is returned to their registration

Trigger: Customer wants to view the status of prescriptions in process

Main Success Scenario

1. Customer logs in
2. Customer is shown prescription orders that are currently in-process and prescription orders that have been filled in the last 10 days
3. Customer can select to view the prescription status for store and delivery orders

Variations

1. The customer has not registered.
 - V. Register customer (*Register Individual - Short*)
 - VI. The customer has forgotten their password. Goto *Send Password Hint*

Date Received, Order Number, Total Charged (if available) and Order Status (shipped and in-process), shipment method and ship date are shown to customer for each order. (This allows a customer to view information immediately on recent orders. These are for shipping orders only, store orders will not appear),

2. Customer can select to view the prescription status for store and delivery orders, customer is taken to one of two areas.
 - 3a. Customer doesn't have PIN associated
 - I. Customer is taken to COS4 and can enter prescription numbers to see status for specific prescriptions
 - II. The customer is shown the prescription number and status
 - 3b. Customer has PIN associated with their account
 - I. Customer is taken to VP2 (*View Prescription History*)

Metrics

Priority: Important for customer service

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database, IntercomPlus

Open Issues (optional)

Find Drug Information

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

Summary: The Find Drug Information use case is intended to enable a customer to obtain information and pricing about a particular drug.

Actor Definition: Customer - A registered or unregistered customer who is trying to find information about a particular drug.

Preconditions: None

Success End Condition: The customer finds information about the drug.

Failed End Condition: Customer searches again or is returned to main page.

Trigger Customer wants to find information about a particular drug.

Main Success Scenario

1. Customer navigates to the Drug Information search page
2. Customer selects search method
 - 2a. The customer is presented search results (drug name, manufacturer)
 3. Customer selects drug
 4. The item is found and a new page is generated with information about the drug: Manufacturer Name, Generic Name, Common Uses, Directions, Cautions, Possible Side Effects, Drug Image, Drug Shape and Color, and Price

Variations

1. None
2. Customer search methods
 - 2a. Browse Alphabetically
 - I. Customer selects letter of the alphabet
 - II. The customer is presented with an alphabetical list of drugs that begin with that letter
 - 2b. Search by Name
 - I. Customer enters the name of a drug (or partial name, this is a "sounds like" search)
 - IV. A list of pharmaceuticals that match the customer entry is returned
 - V. The customer can select one of the results returned or search again
 - 2c. Select from popular drug list
 - III. Customer selects from an alphabetical list of the fifty most popular drugs
 - IV. This list is compiled from a report on the most requested drugs. This list will provide quick links to the drug and pricing information on each drug
3. Customer selects drug
4. Pricing information will show the drug, each dosage (ex. 10mg, 100mg), commonly prescribed quantity, pricing point dollar amount (the price of the most commonly prescribed quantity), the generic name, common uses information, and cautions.
 - I. The customer can also link with this drug to go to drug interaction information
 - II. If Image of drug exists the customer can select the picture to view a larger image (color picture and shape diagram)

Metrics

Priority: Important for customer service

Performance Target: Immediate

Frequency: Undetermined

Primary Actor: Customer

Channel to primary actor: Interactive

Open Issues (optional)

Locate Store (Find a store)

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

Summary: This store locator case will be for casual customers who are trying to find a Walgreens store

Actor Definition: A customer who is trying to find the nearest Walgreens store

Preconditions: The store locator is accessible to any type of customer

Success End Condition: The store meeting the search criteria entered is found

Failed End Condition: Customer searches again or returns to main page

Trigger: Customer wants to find a store location

Main Success Scenario:

1. The customer enters an address and criteria to find a store
 - Street
 - City
 - State
 - Zip
 - City and State or Zip required
 - Open 24 hrs? (yes/no)
 - Has drive thru? (yes/no)
 - Within what range? Enter radius in miles
2. The customer submits the search
3. The results of the search are shown
4. The customer can select a store to view the details on the store
5. The customer can search again

Variations:

1. None
2. None
3. A large map based on the radius is displayed and the Walgreens stores located within that radius are shown with an icon on the map for each Walgreens found
- II. A list of summary details on the stores are shown below with address, city, pharmacy phone #, 24hr indicator, Drive thru indicator
4. The customer has selected to see the details on a store
 - Store number
 - Pharmacy phone number
 - Store phone number
 - Store address
 - Store Hours
 - Pharmacy Hours
 - Drive Thru Indicator
 - 1 Hour Photo Indicator

- A detailed map of the stores location
- II. The customer can select to view directions
 - D. The customer is shown a pop-up with directions and a map to the store
 - E. The customer can search again
- 5.

Metrics:

Priority: Critical for customer service

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive, database

Open Issues (optional):

Search Web Site

Author: Thad Davis, USWeb/CKS--Chicago

Date Modified: 7/5/1999

Summary: This function allows customers to search the web site

Actor Definition: A customer who wants to find something on the web site

Preconditions: None

Success End Condition: Search Successful, customer finds information

Failed End Condition: Search Fails, customer searches again or abandons search

Trigger: Customer wants to find something on the web

Main Success Scenario

1. Customer chooses to search the web site
2. Customer enters the keywords for what they are looking for on the web site
3. Customer submits search
4. A list of the most relevant items in relation to the keyword searched on is returned by category:
Walgreens and Mayo
5. Customer selects item from list and is taken to the appropriate page

Variations

1. None
2. None
3. The customer can search for places on the web site, health wellness content, and drug information
4. General web site searches will be done from a META aspect for non-directory searches and directory for health wellness content (this includes content on the Mayo web site) and drug information. Only pages with Meta information or that are in a search directory will be displayed. Example: The header page of Order New Prescription will be shown, not the step 3 page, because it will not be in a specified search directory and will have no Meta information
5. Customer can search again if they did not find what they are looking for

Metrics

Priority: Critical to success of web site

Performance Target: Immediate

Frequency: Undetermined

Channel to Primary Actor: Interactive to Database

Systems Involved in Case: Web-Database

Open Issues (Optional)

Spotlight a Pharmacist

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

Summary: The Pharmacist Spotlight use case is intended to enable a customer to obtain information about a pharmacist in a pharmacist-of-the-day format.

Actor Definition: Customer - A registered or unregistered customer who is trying to find the nearest Walgreens store.

Preconditions: None

Success End Condition: Customer finds information about a pharmacist.

Failed End Condition: Customer returned to main page

Trigger Customer wants to find out information about a pharmacist.

Main Success Scenario

1. Customer navigates to the Pharmacist Spotlight page
2. Information about Pharmacist "in the spotlight" is presented
 - Name
 - Education
 - Brief Comment from Pharmacist
 - Special Training
 - Years as a Pharmacist
 - Professional Activities and Associations
 - History at Walgreens
 - A story about the Pharmacist

Variations

1. The spotlight will be a rotating page of four pharmacists a month
2. None

Metrics

Priority: Medium
Performance Target: Immediate
Frequency: Undetermined
Primary Actor: Customer
Channel to primary actor: Database

Open Issues (optional)

View Health Condition Library

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

Summary: A customer can search the library for information on health conditions

Actor Definition: Customer - A registered or unregistered customer who is trying to find information on a health condition

Preconditions: None

Success End Condition: The customer finds the health condition information they wish to view

Failed End Condition: The customer does not find the health content they wish to view and returns to the homepage

Trigger: Customer wants to view health wellness content information.

Main Success Scenario

1. Customer searches the Health Condition Library
2. The customer is shown the results of the search
3. The customer selects one of the conditions to see a health condition report

Variations

1. None
 - 1a. Browse Alphabetically
 - I. Customer selects letter of the alphabet
 - II. The customer is presented with an alphabetical list of health conditions that begin with that letter
 - 1b. Search by Name
 - I. Customer enters the name of a health condition (or partial name, this is a "sounds like" search)
 - VI. A list of health conditions that match the customer entry is returned
 - VII. The customer can select one of the results returned or search again
 - 1c. Select from health condition list
 - V. Customer selects from an alphabetical list of the fifty most common health conditions
 - VI. This list is compiled from information on the most common health conditions.
2. None
3. None

Metrics

Priority: Important for customer experience

Performance Target: Immediate

Frequency: Undetermined

Primary Actor: Customer

Channel to primary actor: Interactive

Open Issues (optional)

View Registration

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

Summary: This function allows registered customers to enter into their online registration to view and edit their personal information

Actor Definition: Registered Customer – A registered customer who is attempting to view and edit their registration.

Preconditions: Registered Customer

Success End Condition: Customer is allowed to view and edit their registration

Failed End Condition: Returned to Main Page

Trigger: Customer wants to view their registration

Main Success Scenario

1. Customer chooses to view their registration
2. Customer logs in with user ID and password (see variations)
3. Customer is shown their registration
4. Customer is shown their health, insurance, payment, and shipping information

Variations

1. None
2. Customer hasn't registered yet
 - 2a. The customer has not registered
 - III. Register customer (*Register Individual - Short*)
 - IV. Goto 3
 - 2b. The customer has forgotten their password
 - III. Goto *Send Password Hint*
 - IV. End Order Prescription
3. The customer is shown their personal information
 - Name
 - Username
 - Password Hint
 - Gender
 - Date of Birth
 - E-mail address
 - Home Address
 - Home Phone
 - Secondary Phone
- 3a. The customer can edit this information
 - I. The customer is taken to a section to edit the personal information
 - II. The customer edits information
 - III. The customer submits information

- IV. If there are errors the customer is asked to edit the information again
3b. The customer can change their password (***Change Password***)

4. If the customer has associated their PIN with their account then they are allowed to view the health, insurance, payment, and shipping information

Shipping Information

- Address
- Phone

Payment Information

- Credit Card Type
- Credit Card Number
- Expiration Date
- Name on Card
- Billing Address (street, city, state, zip)

Health History

- Health Conditions
- Drug Allergies
- Generic Substitution? (Yes/No)
- Easy Open Caps (Yes/No)

Insurance Provider

- Company Name
- Primary Cardholder Name
- Primary Cardholder Date of Birth
- Member Number
- Group Number

- 4a. The customer can edit this information
- I. The customer is taken to a section to edit the selected information
 - II. The customer edits information (the customer can ADD to Health History only, they cannot delete items) If the customer wants to delete items, they can send an email to Ask a Pharmacist to have items removed.
 - III. The customer submits information (credit card information is authenticated)
 - IV. If there are errors the customer is asked to edit the information again
- 4b. The customer can change their password (***Change Password***) or View Prescription History (***View Prescription History***) PIN only

Metrics

Priority: Critical to success of web site

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database

Open Issues (optional)

Log Off

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

Summary: This function allows a customer who is logged into their account to log out

Actor Definition: Registered Customer - A registered customer (with or without PIN) who is attempting to log out of their account

Preconditions: Registered Customer

Success End Condition: Customer is logged out

Failed End Condition: None

Trigger: Customer wants to log out of their account

Main Success Scenario

1. Customer chooses to log out of their account
2. Customer is asked to verify that they want to log out
3. Customer is logged out

Variations

1. None
2. The customer is shown a yes/no verification screen on whether to log them out or not
3. The customer is logged out of their account and the customer will have to log in again to access restricted functions

Metrics

Priority: Critical to success of web-site
Performance Target: Immediate
Frequency: Undetermined
Channel to primary actor: Interactive to Database
Systems Involved in Case: Web-Database

Open Issues (optional)

Login First Time (to view prescription history)

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/28/1999

Summary: This function is for a customer who is attempting to access the prescription profile for the first time.

Actor Definition: Registered Customer – A registered customer who is attempting to access their profile (prescription history) and has received a PIN

Preconditions: PIN received

Success End Condition: PIN is associated with user identification, customer can access prescription history.

Failed End Condition: Customer is not allowed to access restricted areas

Trigger: Customer wants to access prescription history

Main Success Scenario

1. Customer receives unique PIN for prescriptions placed online (pickup at store or through the mail).
2. Customer is prompted to enter PIN for the first time
3. Customer enters PIN Number
4. The PIN is validated
5. PIN is associated with the customer's registration
6. The customer is allowed to access their prescription history

Variations

1. The customer may contact customer service via e-mail or telephone with Login problems
- 2 None
- 2.3. None
4. PIN is invalid
- 4a. Incorrect entry (PIN invalid)
 - I. Customer is shown a warning about the failed attempt
 - II. Customer re-attempts entry
 - III. On the third failed attempt, the customer is locked out and referred to customer service
5. Customer will not have to enter the PIN again, account is fully activated. The customer will have access to all restricted areas of the web site. A PIN will not be generated for future prescription orders
6. None
7. None

Metrics

Priority: Important to prescription history viewing

Performance Target: Immediate

Frequency: Undetermined

Superordinate Use Case: View Profile, Register Individual

Subordinate Use Cases: None

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database

Open Issues (optional)